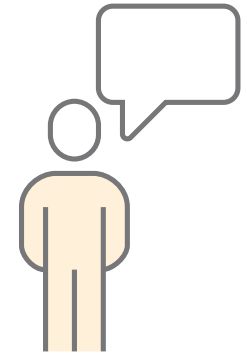


# The VETASSESS Feedback Process

## 1. HAVE YOUR SAY

Using our online form, provide the following details:

- > Your first name and surname
- > Your contact details (email address)
- > Your reference number (if you have one)
- > What type of feedback you are giving (compliment, complaint or suggestion)
- > The nature of your feedback



## 2. LODGE YOUR FEEDBACK

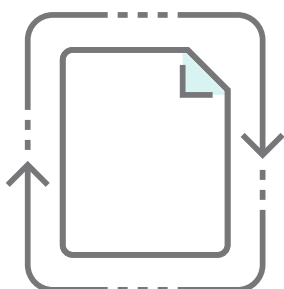
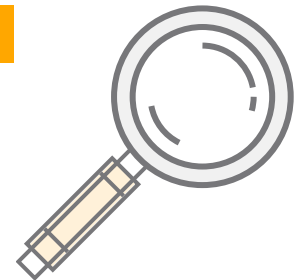
When you have finished completing the online form:

- > Press the submit button
- > If your lodgement has been successful, you will receive a message acknowledging receipt

## 3. VETASSESS WILL REVIEW YOUR FEEDBACK

On receipt of your feedback:

- > VETASSESS will review your compliment/complaint/suggestion
- > You may be contacted for further information
- > If your feedback is a compliment or suggestion, there will be no further contact from VETASSESS
- > If your feedback is a complaint, you will be notified of the outcome within 10 working days
- > If we cannot resolve your complaint within this timeframe, we will contact you regarding progress



## 4. IF YOU ARE NOT SATISFIED WITH THE OUTCOME

If your complaint is about an assessment decision and you are not satisfied with the outcomes of our investigation, you may:

- > Request a Review, Reassessment or Appeal of your assessment outcome (Refer to our website for details)